

House Committee on County Affairs

May 5, 2014

Mark A. Carmona, President & CEO





A Place of Hope and New Beginnings

Campus Services

Transformation Campus

Purpose: to assist Members with obtaining income and permanent housing

Prospects Courtyard (PCY)

Purpose: to provide a safe place for those who may not be ready/motivated to commit to transformation

Available to the Community

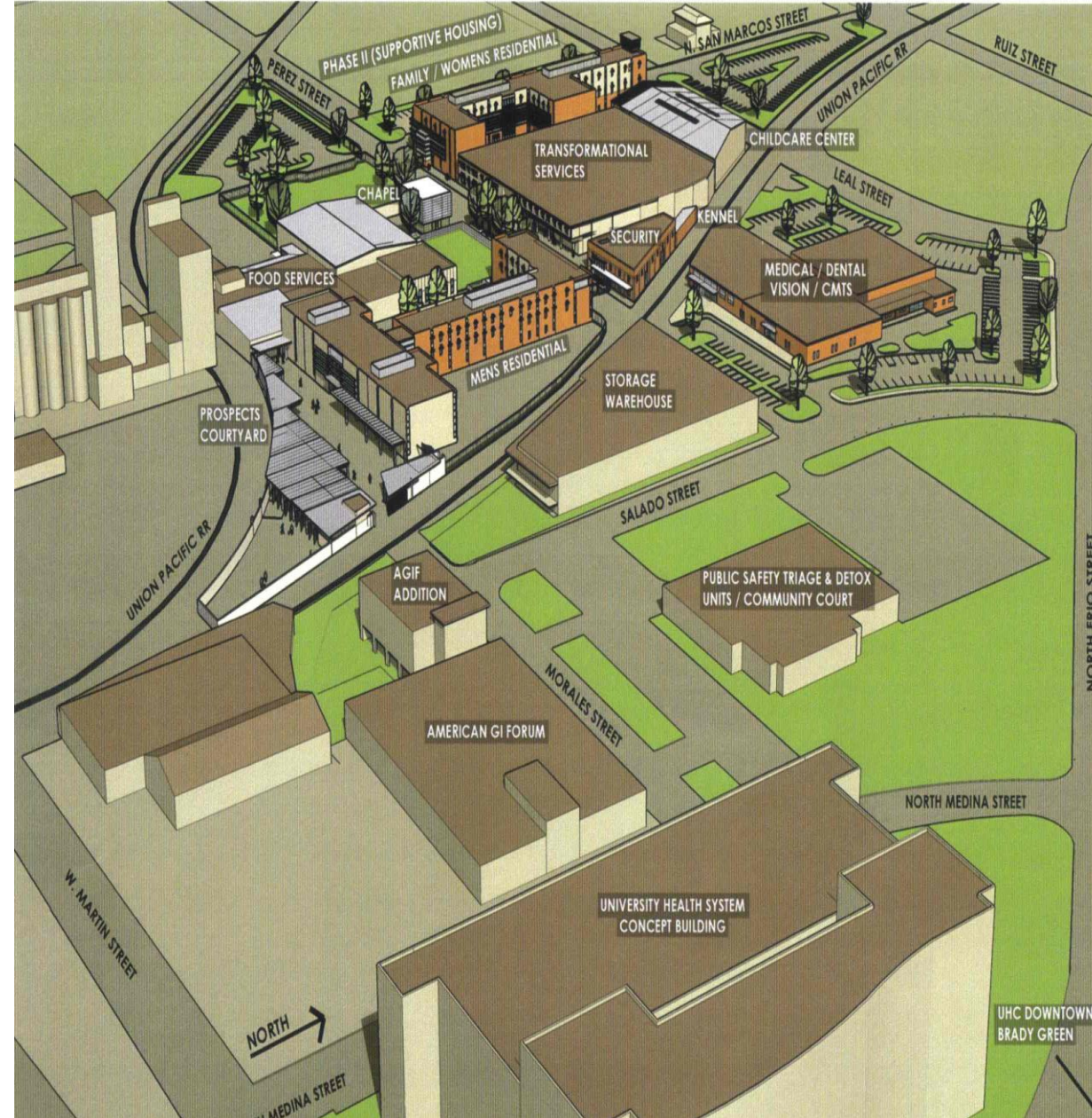
Medical, Dental, Vision, Childcare, Detox, Sobering, Supportive Housing

Haven for Hope has been identified as an emerging best practice in the country, visited by over 195 cities from 44 states. We have consulted with numerous communities on the transformative nature of our work and how they can apply it.

Haven for Hope

- Co-Located Services on multi-acre campus
- Campus Infrastructure managed by Haven for Hope Non-Profit
 - Intake
 - Case Management
 - Aftercare
 - Employment Readiness
 - Facilities/IT
- Currently 89 community partners affiliated with Haven for Hope
- 39 partner satellite offices on-site
- Common area maintenance fees
- Secure Campus
- Housing

**37 acres - 15 buildings - over 500,000 sq. ft.
of building space**



Transformation Campus

“Transforming Lives”

- Recovery Oriented System of Care
- Intensive Case Management
- Employment Readiness Training
- Disability/Senior Services
- Spiritual Services
- In-House Recovery Program
- Aftercare Services



Haven for  Hope



Security



Food
Services/Cafeteria



Chapel



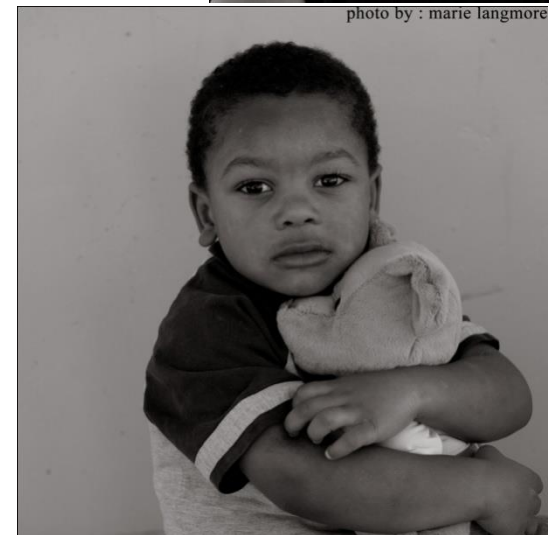
Men's Courtyard



Transformational Center

Recovery Oriented System of Care

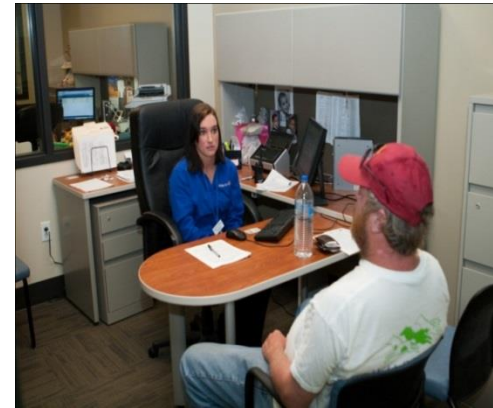
- Peer Support Model
- Intensive Case Management
- Person Centered Planning to include:
 - Counseling
 - Therapy
 - Physical Fitness
 - Spiritual Enrichment
 - And much more



Haven for  Hope

Centralized Intake and Triage

- One Centralized Intake for both the Campus and PCY
- Intake staff conduct initial assessments and refer to most appropriate program.
- Referrals from Intake will go the following programs:
 - Transformational Campus Tracks
 - Prospect's Courtyard (PCY)
 - In-House Recovery Program (IHRP)
 - Other community housing opportunities: Emergency, Transitional, Domestic Violence
 - Prevention Providers if the person presents "at risk of homelessness."



Haven for  Hope

Medical & Wellness Care

- Hospital Outpatient Beds
- Primary Health Care
- Dental
- Vision
- Triage



PARTNERS

- **CentroMed**
 - provide medical services to Campus Members, Prospects as well as to the surrounding community.
- **San Antonio Christian Dental Clinic**
 - provides dental services to the Campus Members, Prospects and the community at large
- **Vision Center – I Care San Antonio**
 - provides vision service to the Campus Members, Prospects and the community at large



Haven for  Hope



Transformation Center

Haven for Hope:

- Case Management
- Job Training
- Education
- Job Coaches
- Job Placement
- Aftercare
- Housing

Partners:

- Counseling
- Mental Health Services
- Government Services
- Other community non-profits





Employment Readiness

- **Job Training Programs**
 - Workforce readiness
 - Resume building classes
 - Interviewing skills
 - Job placement



Prospects Courtyard (PCY)

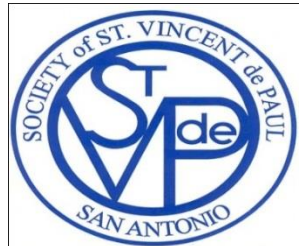
“Saving Lives”

PCY is a safe outdoor sleeping area for those unwilling, unable or waiting to participate in transformation programs.

- Over 13,089 individuals served since opening
- Sleeping an average overnight of 524 (Jan-Mar 14)
- Average served during the day of 744 (Jan-Mar 14)
- Over 900 have transitioned into higher levels of residential care, including permanent housing over the past year (Apr 13-Mar 14)
- Over 1,187,597 meals served at PCY by St. Vincent de Paul



Haven for Hope



Haven for Hope

The Terraces at Haven



About:

140 Units of
Permanent
Supportive Housing
for Graduates of the
H4H Campus and the
Community-at-Large.

Leasing Began:
December 2012

**As of 4/10/14 the
property is leased
at 95%**

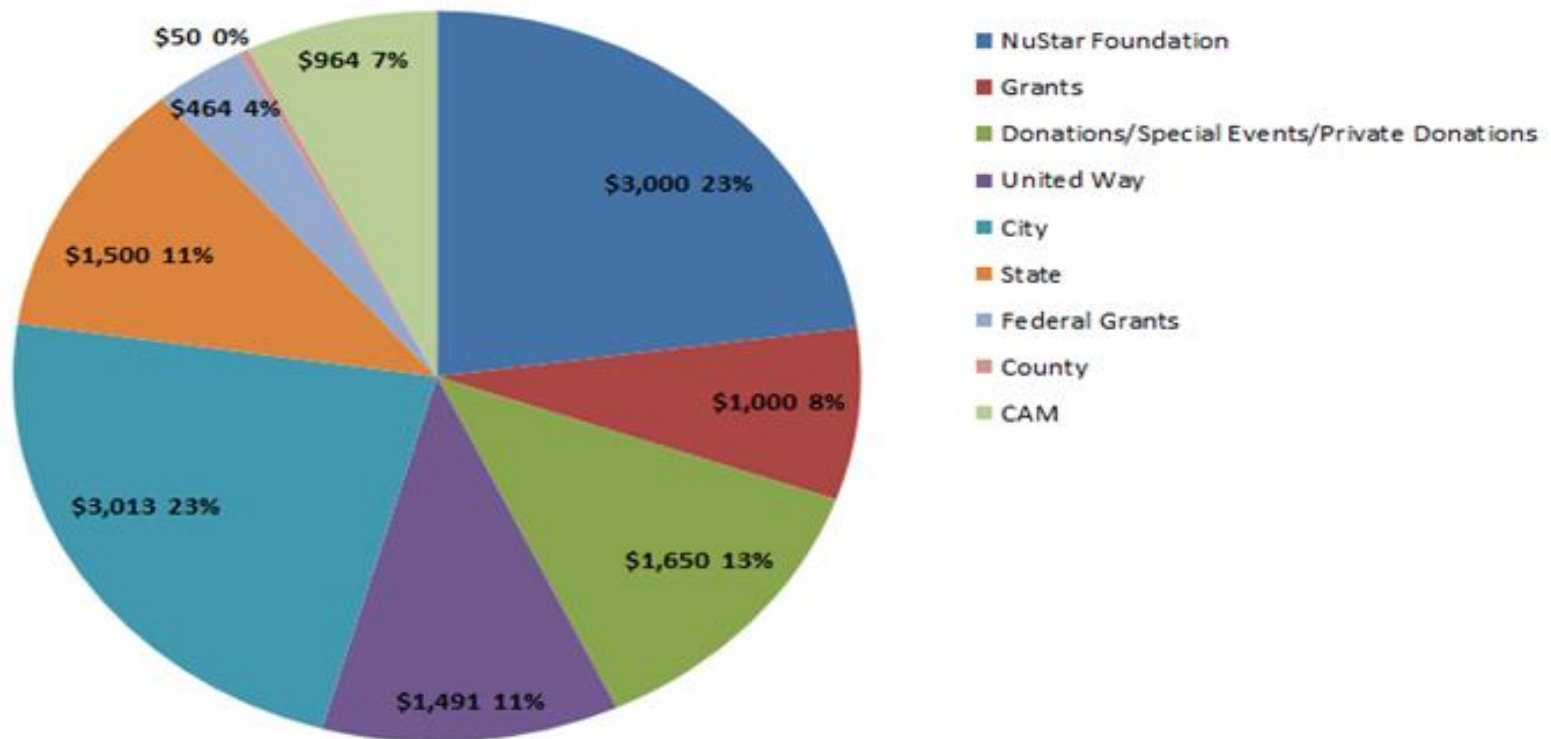


Campus Outcomes

- Over 1,445 people have exited the transformational campus and are now living in permanent housing.
 - *Housing Retention at 6 months – 95%*
 - *Housing Retention at 1 year – 91%*
- Job placement and training programs are proving effective
 - *Over 1,081 individuals have attained employment*
 - *Job Placements through Haven for Hope have gone up 55% in the last year*
- Over 89 partners agencies provide over 150 different social services
 - *Counseling, education programs, job training, life skills, legal services, ID recovery, etc.*
- The Restoration Center built by Haven for Hope provides critical sobering & detoxification services
 - *Opened in April 2008*
 - *Over 35,000 individuals have received life-saving services*
 - *Approximately \$50,054,650 documented cost avoidance for City & County jails, emergency rooms and court rooms in first five years of operation*
- To date, over 40,000 individuals received quality medical, dental and vision care
 - *As of May 2013, approximately 193,000 services provided*
 - *As of May 2013, the value of services provided is over \$15.7million*



Fiscal Year 2014 - Haven for Hope Operational Revenue
\$13,132 (K's)



Examples of Private Support



Haven for Hope Private Donations

- Raised \$100 million to construct campus – 60% was private support
- NuHope Golf Tournament - Sponsored by NuStar Energy and has raised \$15 million in over 6 years for the Haven for Hope Campus
- 50% of operational support comes from private funding

Lucky Duck Race

- In a 4th year of the partnership
- Has raised awareness about Haven for Hope
- Has raised over \$58,500 for the Campus

Downtown Meter Program

- 23 locations through out the downtown area
- Sponsored by local downtown business and city attractions
- Provided a great deal of enhanced community awareness around Haven for Hope
- Partners include: San Antonio Tourism Council; Paseo Del Rio; San Antonio Hotel and Lodging Association, and the City of San Antonio



Major Partners

On Site

American GI Forum

Centro Med

San Antonio Christian Dental

I CARE Vision Center

YMCA of Greater San Antonio

The Center for Health Care Svcs.

San Antonio Food Bank

SAMMinistries

St. Vincent de Paul Society

Community Based Counseling

Community Business Partners

West Telemarketing

Toxey/McMillan Design

Goodwill Industries

Renhill Staffing

KGB USA

Marriott Worldwide

Haven for Hope has a total of 39 on-campus partners and 42 off-site Partners. We have over 200 community business partners.



Haven for Hope

Lessons Learned

- **Collaboration:**
Alignment, Adaptability, Agility - One campus, 40+ missions
- **Data collection:**
Centralized System for Outcomes, Trends, & Demographics
- **Collective Impact:**
Shared measurement system, mutually reinforcing activities, ongoing communication, and independent backbone organization
- **Dignity:**
Homelessness is a condition - not an identity
Trauma impacts how people access services

